

Learning Paths by Persona

System Administrator Learning Path

System Administrator Learning Path


Mainline certification questions are sourced from all courses between the product line selection and the exam

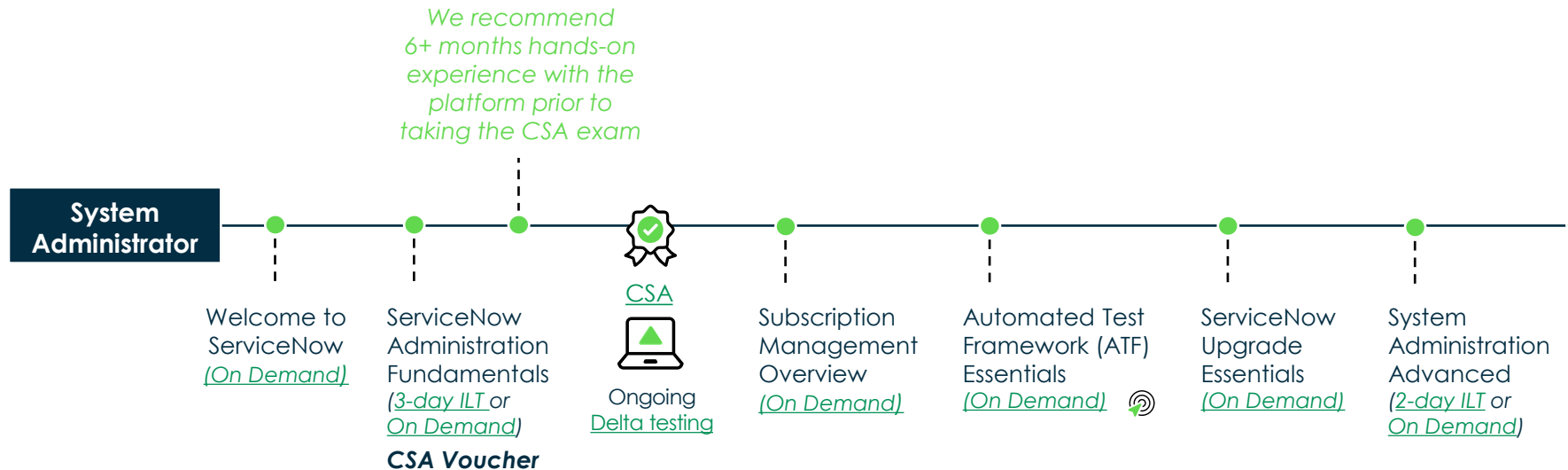
Additional Acronyms

ILT: Instructor-led Training




CSA: Certified System Administrator

 Micro certification

 Mainline Certification



Additional Recommended


- Common Service Data Model (CSDM) Fundamentals [\(On Demand\)](#)
- Configuration Management Database (CMDB) Fundamentals [\(3-day ILT or On Demand\)](#) 
- Introduction to ServiceNow HealthScan and Instance Scan [\(On Demand\)](#)
- Now Support Administrator [\(On Demand\)](#) 
- Performance Analytics Essentials [\(On Demand\)](#)
- Scripting in ServiceNow Fundamentals [\(3-day ILT or On Demand\)](#) 
- Application Development Fundamentals [\(3-day ILT or On Demand\)](#)
- ** Fundamentals and Implementation courses as products are activated in your organization's instance

Developer Learning Paths

Developer Learning Paths








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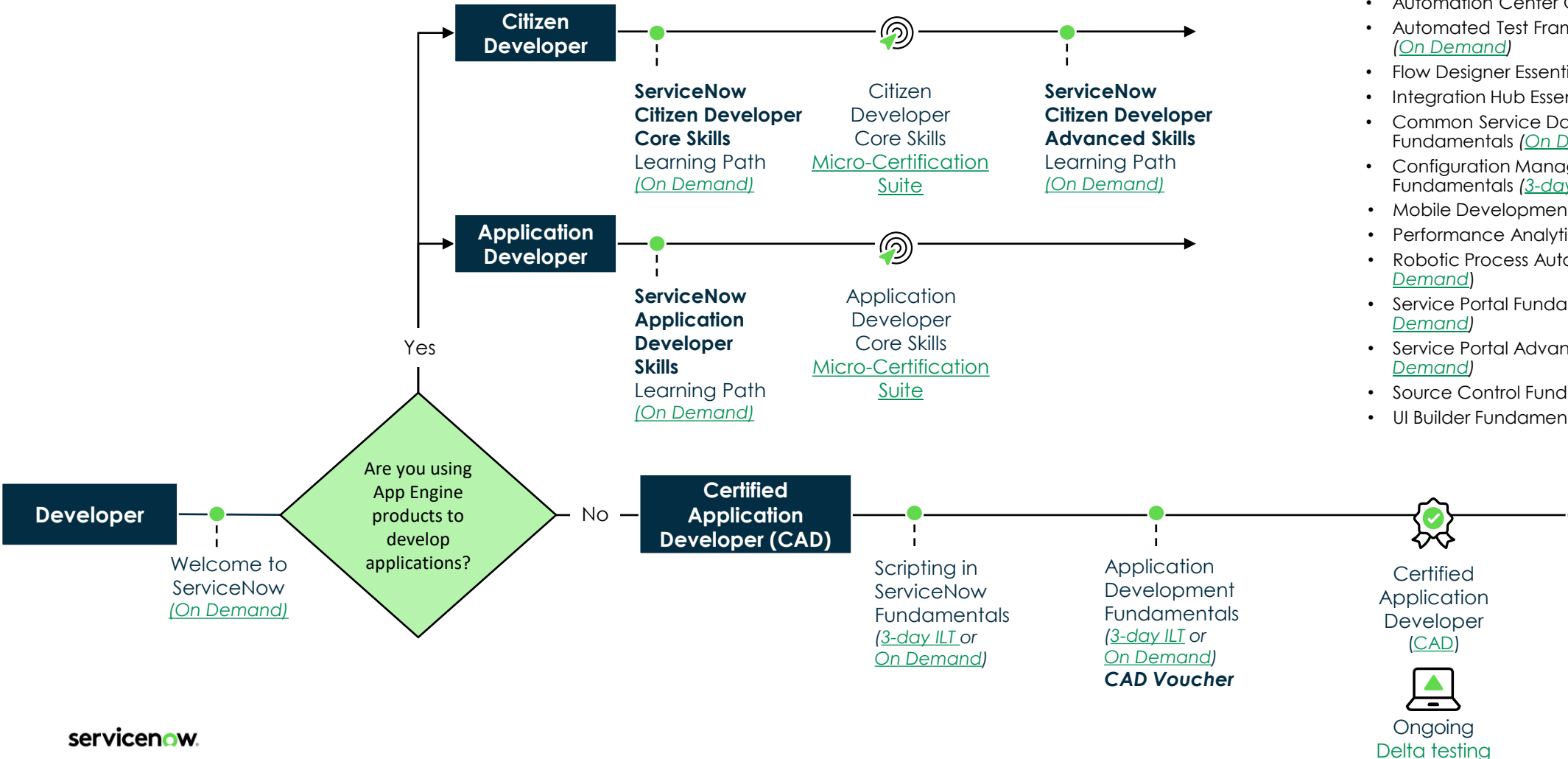
Additional Acronyms
 ILT: Instructor-led Training

 Micro certification

 Mainline Certification

Additional Recommended Courses for Application Developers Learning Path


- Automation Center Overview ([On Demand](#))
- Automated Test Framework (ATF) Essentials ([On Demand](#)) 
- Flow Designer Essentials ([On Demand](#)) 
- Integration Hub Essentials ([On Demand](#)) 
- Common Service Data Model (CSDM) Fundamentals ([On Demand](#)) 
- Configuration Management Database (CMDB) Fundamentals ([3-day ILT or On Demand](#)) 
- Mobile Development Essentials ([On Demand](#))
- Performance Analytics Essentials ([On Demand](#))
- Robotic Process Automation Core Skills ([On Demand](#))
- Service Portal Fundamentals ([2-day ILT or On Demand](#))
- Service Portal Advanced ([2-day ILT or On Demand](#)) 
- Source Control Fundamentals ([On Demand](#))
- UI Builder Fundamentals ([On Demand](#)) 



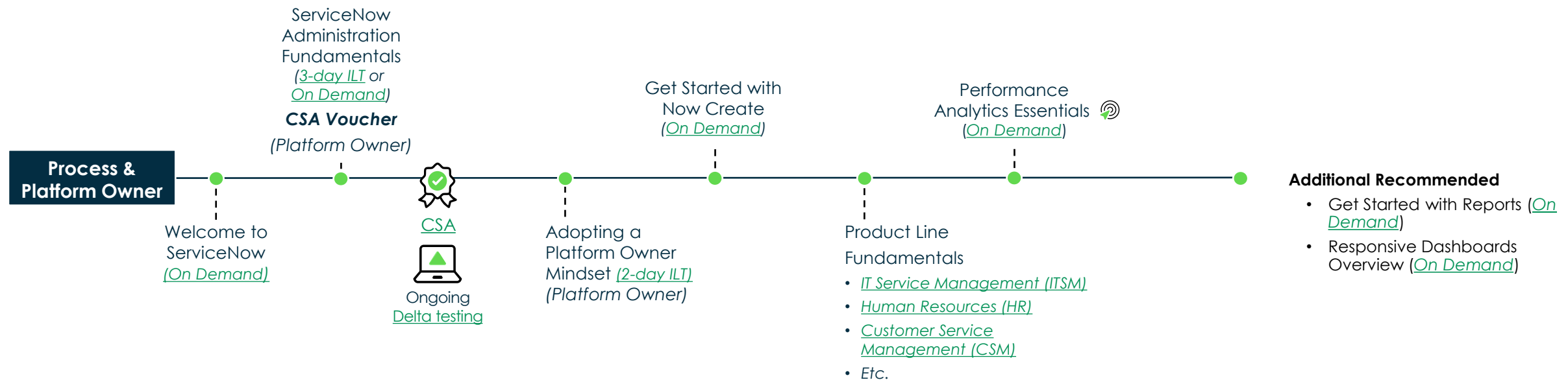
Process and Platform Owner Learning Path

Process and Platform Owner Learning Path

Additional Acronyms
ILT: Instructor-led Training
CSA: Certified System Administrator

 Micro certification

 Mainline Certification



Implementer Learning Paths

Implementer Certification

Customer Service Management (CSM)


Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

BPC: Business Process Consultants

CIS: Certified Implementation Specialist

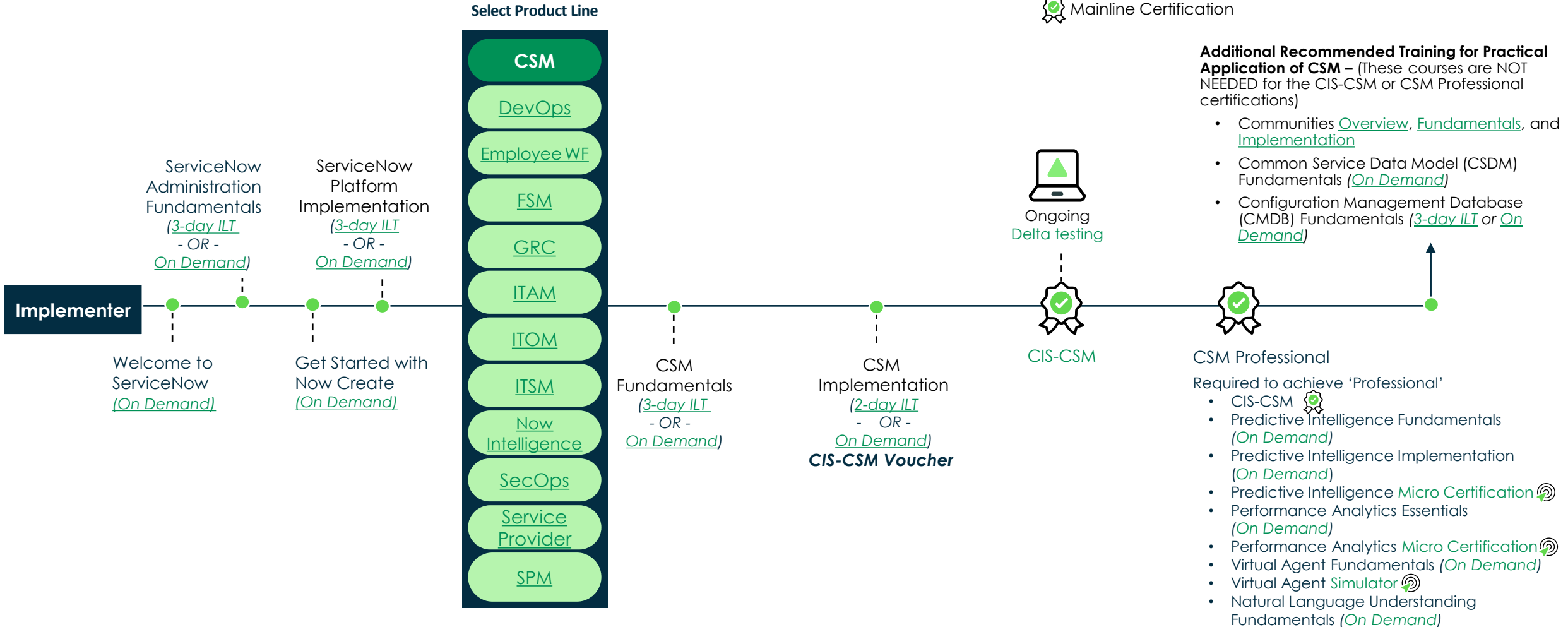
ILT: Instructor-led Training

 Micro certification

 Mainline Certification


Additional Recommended Training for Practical Application of CSM – (These courses are NOT NEEDED for the CIS-CSM or CSM Professional certifications)

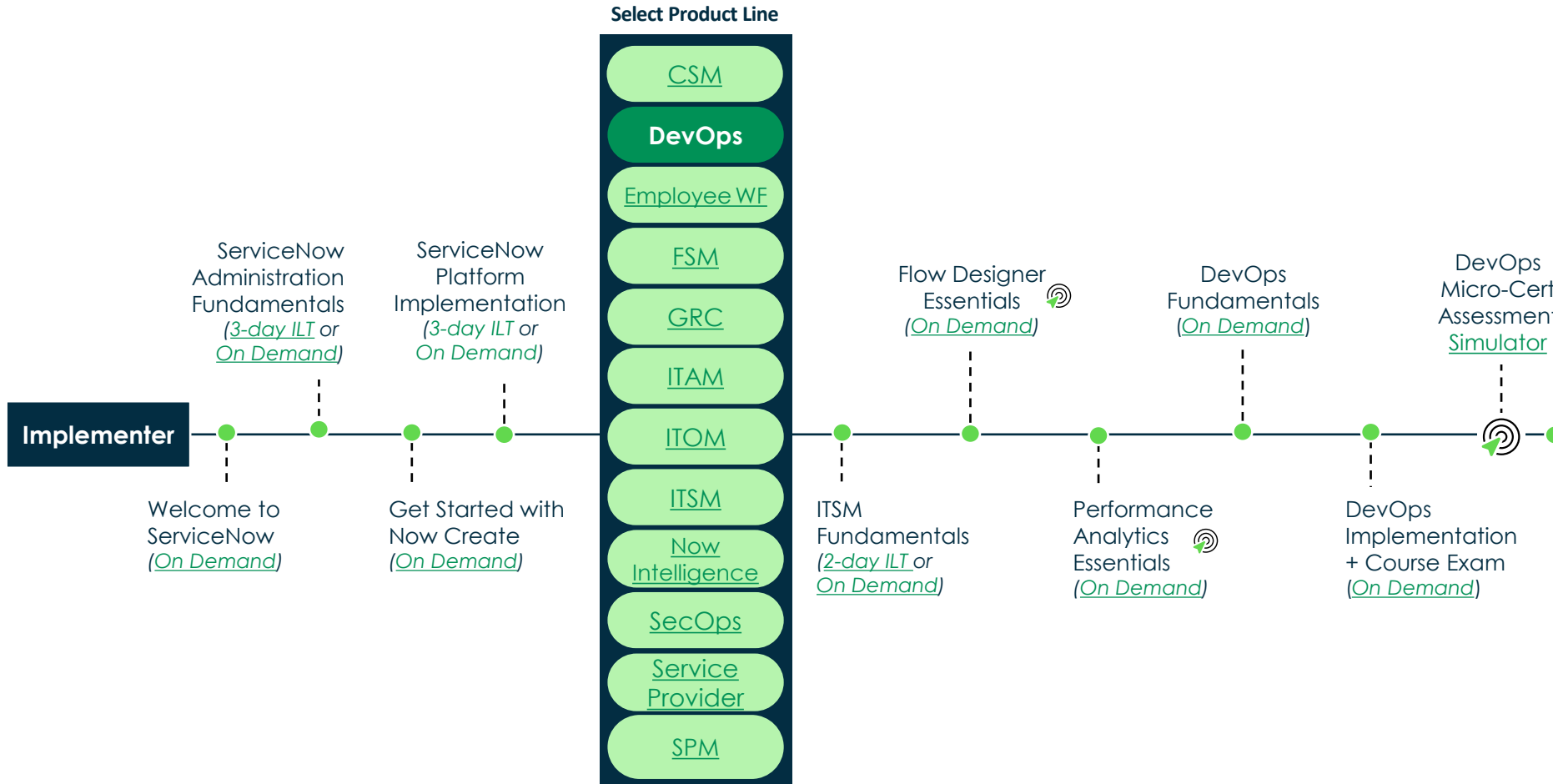
- Communities [Overview](#), [Fundamentals](#), and [Implementation](#)
- Common Service Data Model (CSDM) Fundamentals ([On Demand](#))
- Configuration Management Database (Cmdb) Fundamentals ([3-day ILT](#) or [On Demand](#))





Implementer Learning Path

DevOps Change Velocity

 Micro certification



Additional Recommended

- Navigate DevOps Change Velocity ([On Demand](#))
- Automated Test Framework (ATF) Essentials ([On Demand](#)) 
- Cloud Provisioning and Governance Fundamentals ([3-day ILT](#) or [On Demand](#))
- Common Service Data Model (CSDM) Fundamentals ([On Demand](#))
- Configuration Management Database (CMDB) Fundamentals  ([3-day ILT](#) or [On Demand](#))
- Discovery Fundamentals ([3-day ILT](#) or [On Demand](#)) 
- Integration Hub Essentials ([On Demand](#))
- Subscription Management Overview ([On Demand](#))
- Vendor Agnostic DevOps Tools Chain Training e.g:
 - Agile 2.0 Fundamentals ([On Demand](#))
 - Azure DevOps Tool Chain
 - Jenkins Training
 - GitHub

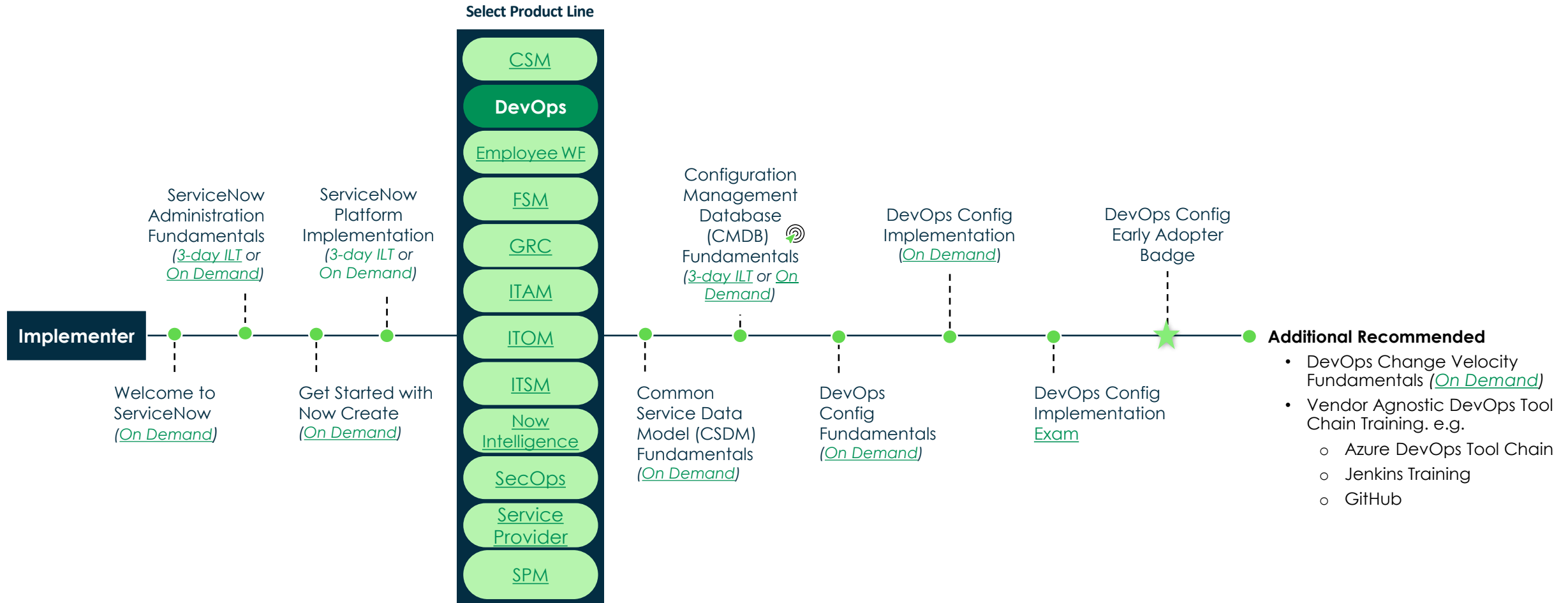
Implementer Learning Path

DevOps Config

Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
 ILT: Instructor-led Training

 Micro certification



Implementer Learning Path

Employee Workflows

Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

CIS: Certified Implementation Specialist

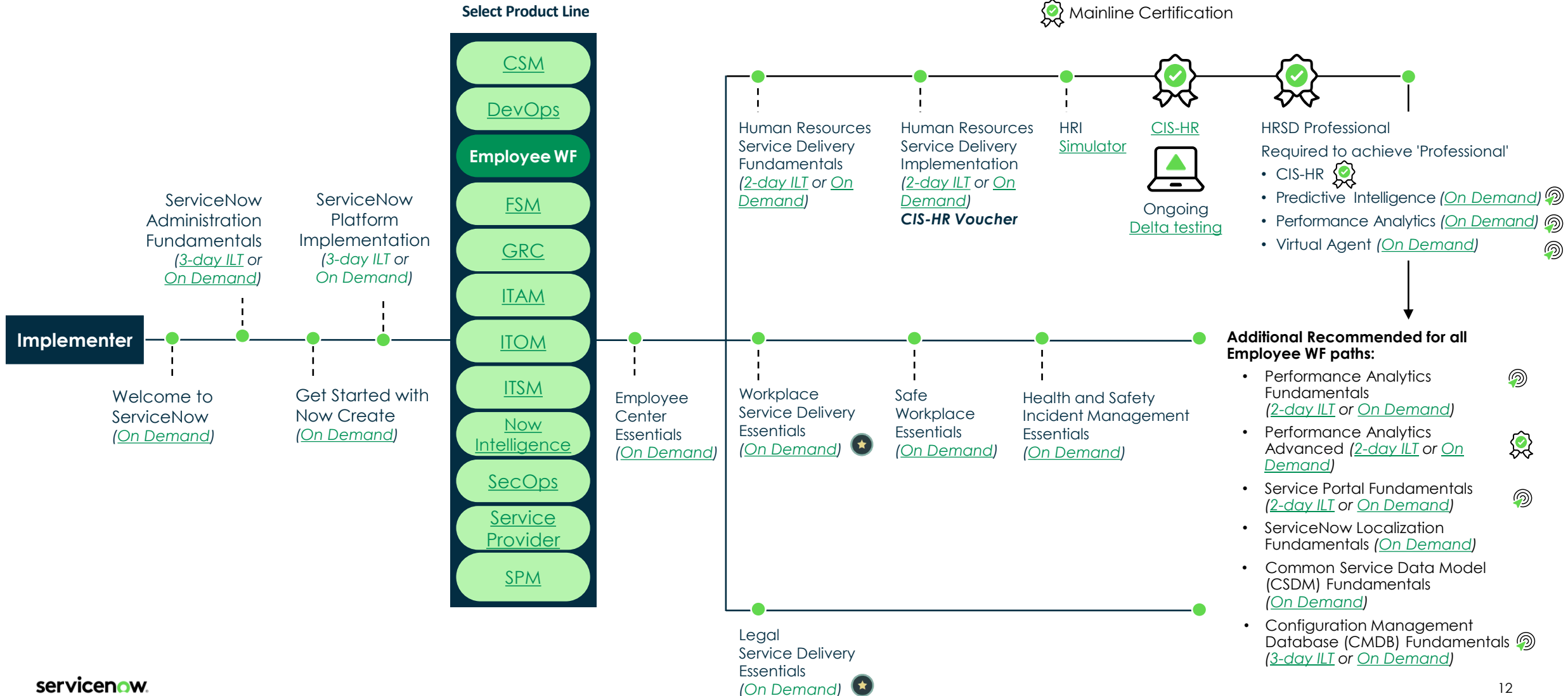
ILT: Instructor-led Training

HR: Human Resources

Micro certification

Accreditation

Mainline Certification



Implementer Learning Path

Field Service Management (FSM)

Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

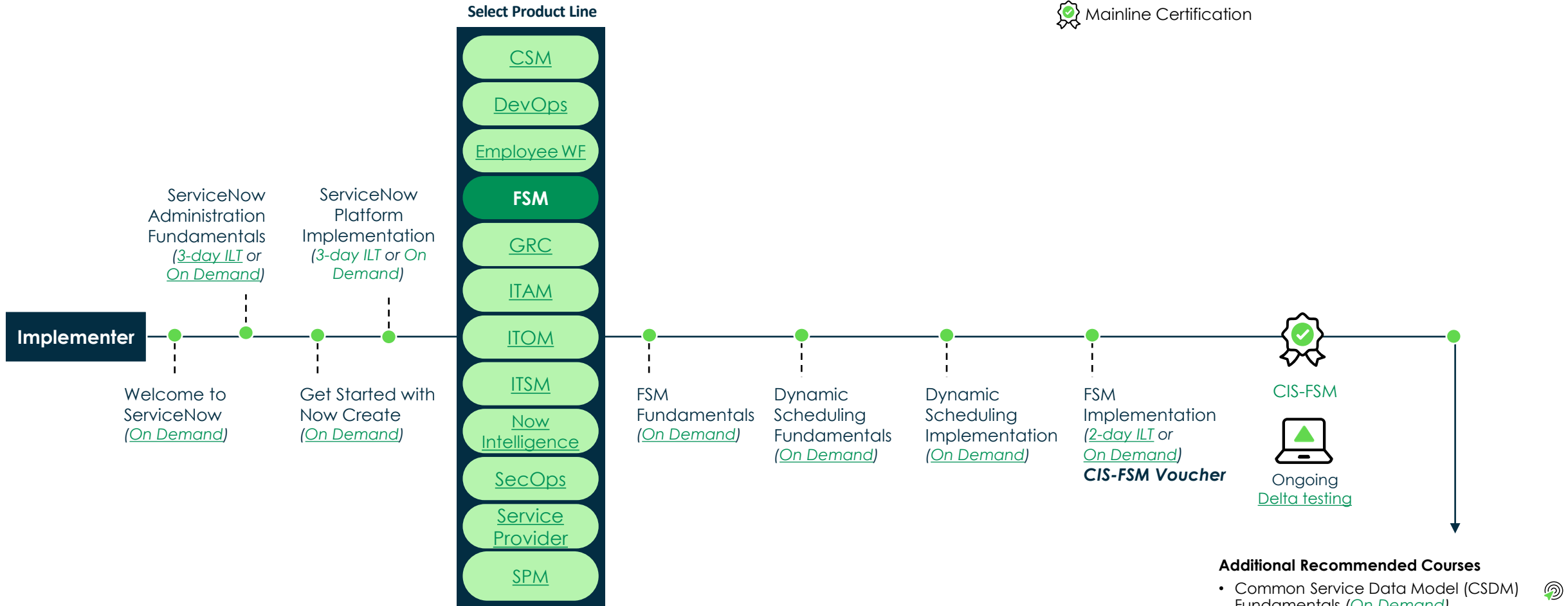
CIS: Certified Implementation Specialist

FSM: Field Service Management

ILT: Instructor-led Training

 Micro certification

 Mainline Certification



Additional Recommended Courses

- Common Service Data Model (CSDM) Fundamentals (*On Demand*) 
- Configuration Management Database (CMDB) Fundamentals (*3-day ILT or On Demand*)

Implementer Learning Path

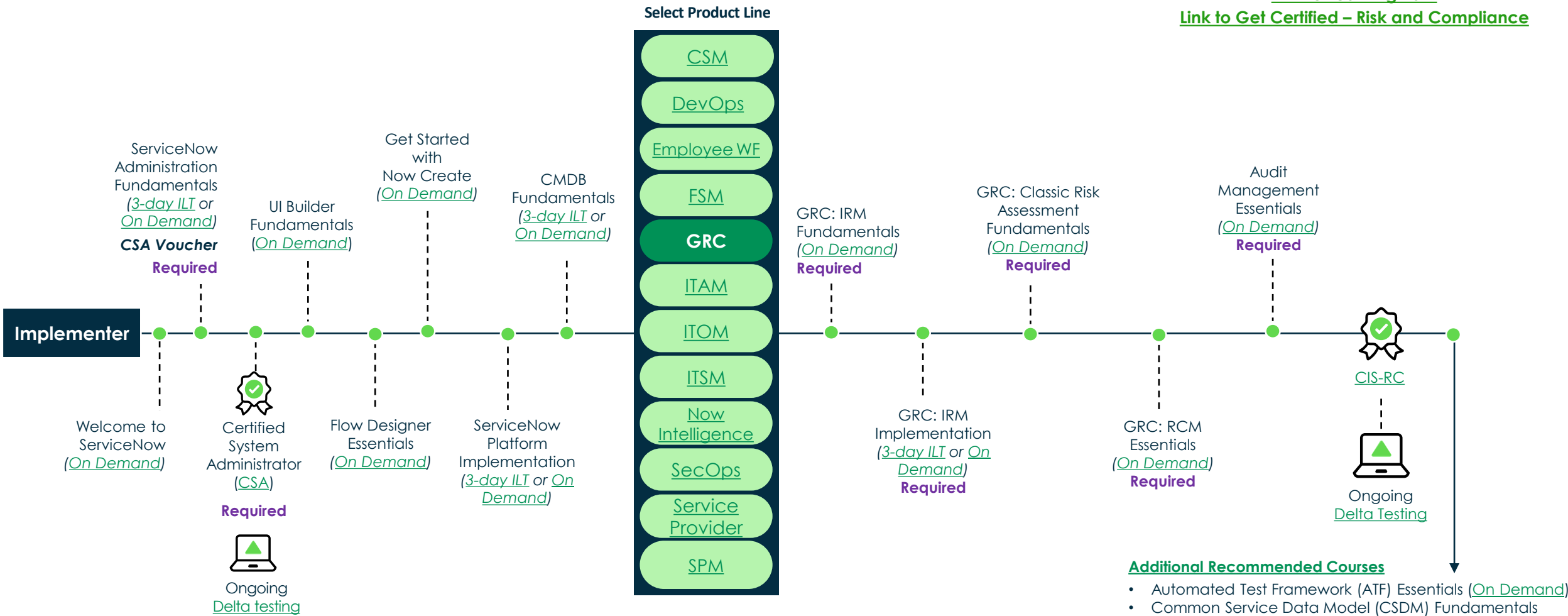
Risk and Compliance (GRC)

Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
ILT: Instructor-led Training



[Link to Learning Path](#)
[Link to Get Certified – Risk and Compliance](#)



- Additional Recommended Courses**
- Automated Test Framework (ATF) Essentials (*On Demand*)
 - Common Service Data Model (CSDM) Fundamentals (*On Demand*)
 - Knowledge Management Fundamentals (*On Demand*)
 - Performance Analytics (PA) Essentials (*On Demand*)

Implementer Learning Path

Vendor Risk Management (VRM)

Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

CIS: Certified Implementation Specialist

CMDB: Configuration Management Database

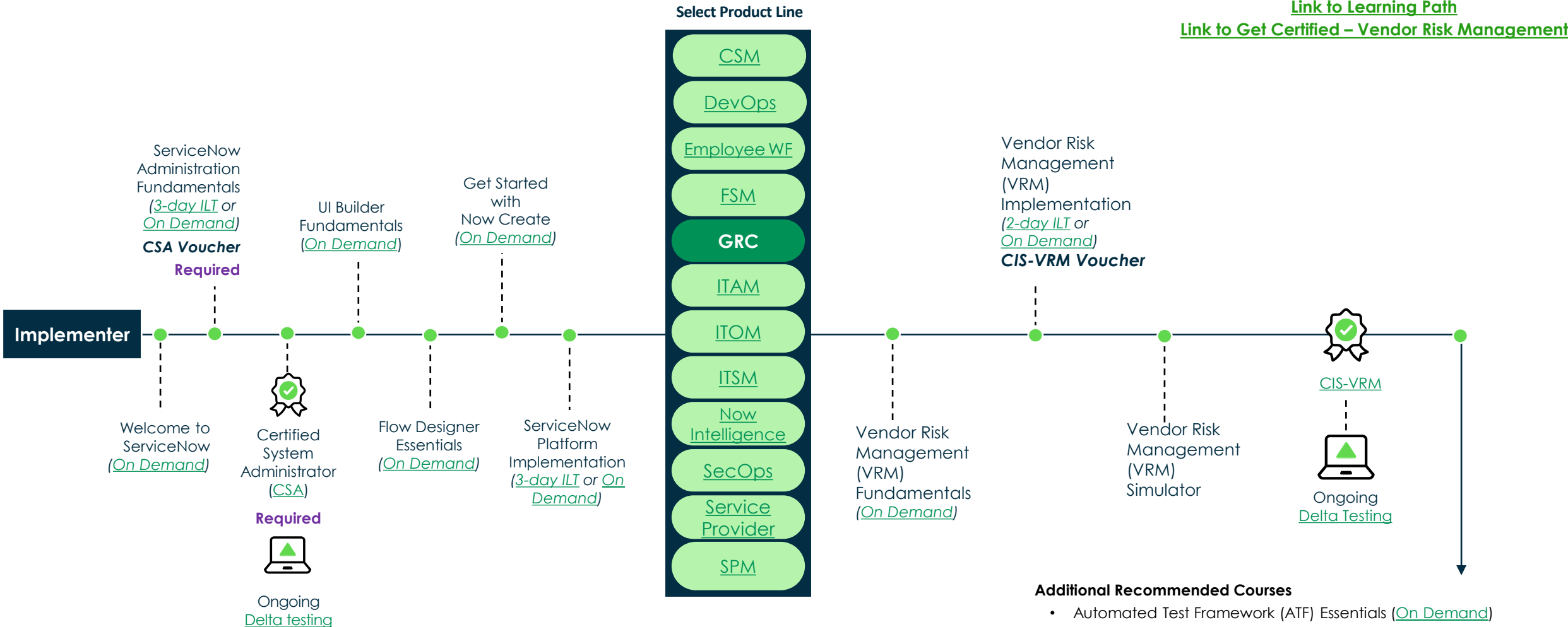
ILT: Instructor-led Training



Mainline Certification

[Link to Learning Path](#)

[Link to Get Certified – Vendor Risk Management](#)



Additional Recommended Courses

- Automated Test Framework (ATF) Essentials ([On Demand](#))
- Common Service Data Model (CSDM) Fundamentals ([On Demand](#))
- Knowledge Management Fundamentals ([On demand](#))
- Performance Analytics (PA) Essentials ([On Demand](#))

Implementer Learning Path


Business Continuity Management (BCM)

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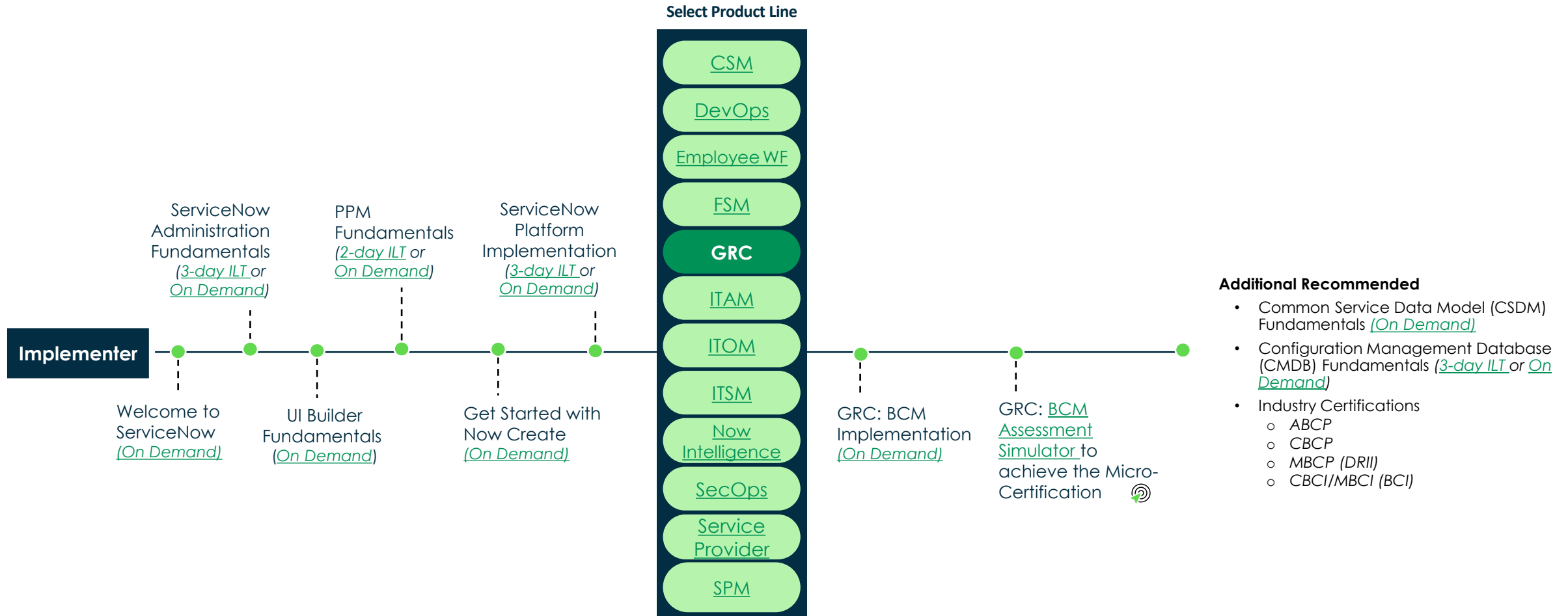
Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

 Micro certification

[Link to Learning Path](#)

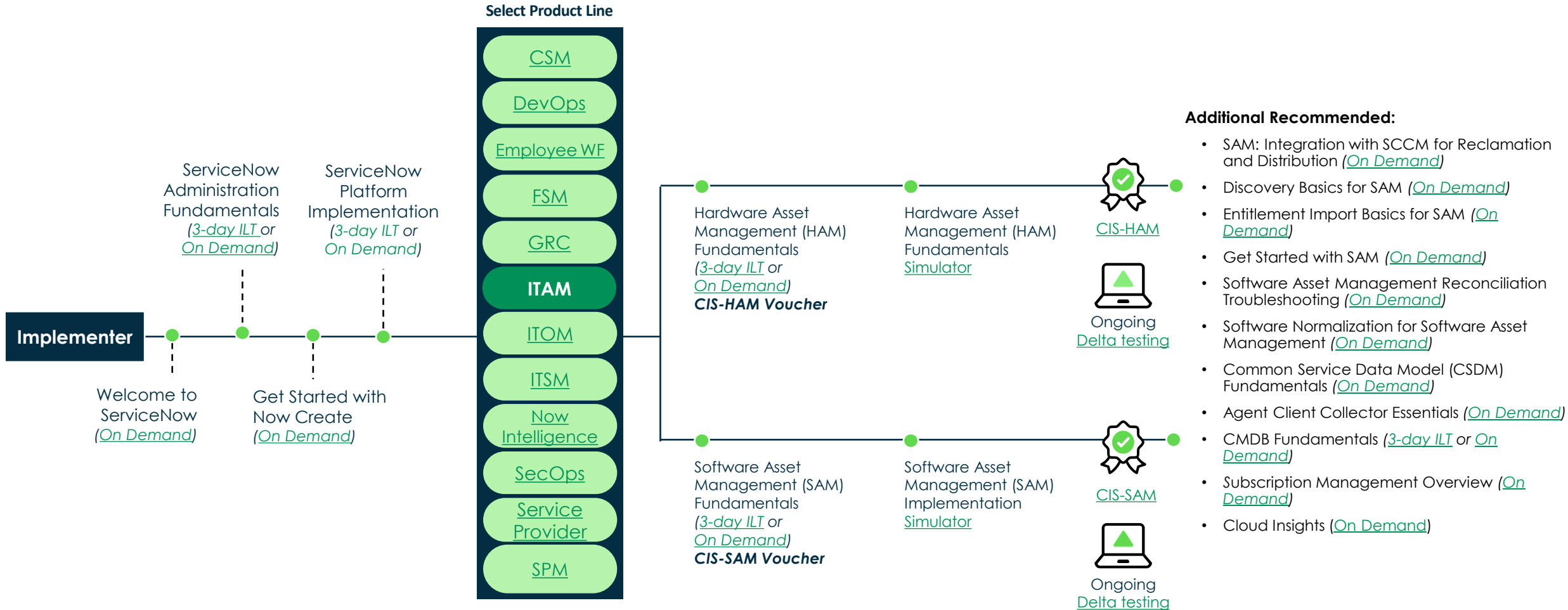


Implementer Learning Path

IT Asset Management (ITAM)

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Additional Acronyms
CIS: Certified Implementation Specialist
ILT: Instructor-led Training
SCCM: Microsoft System Center Configuration Manager





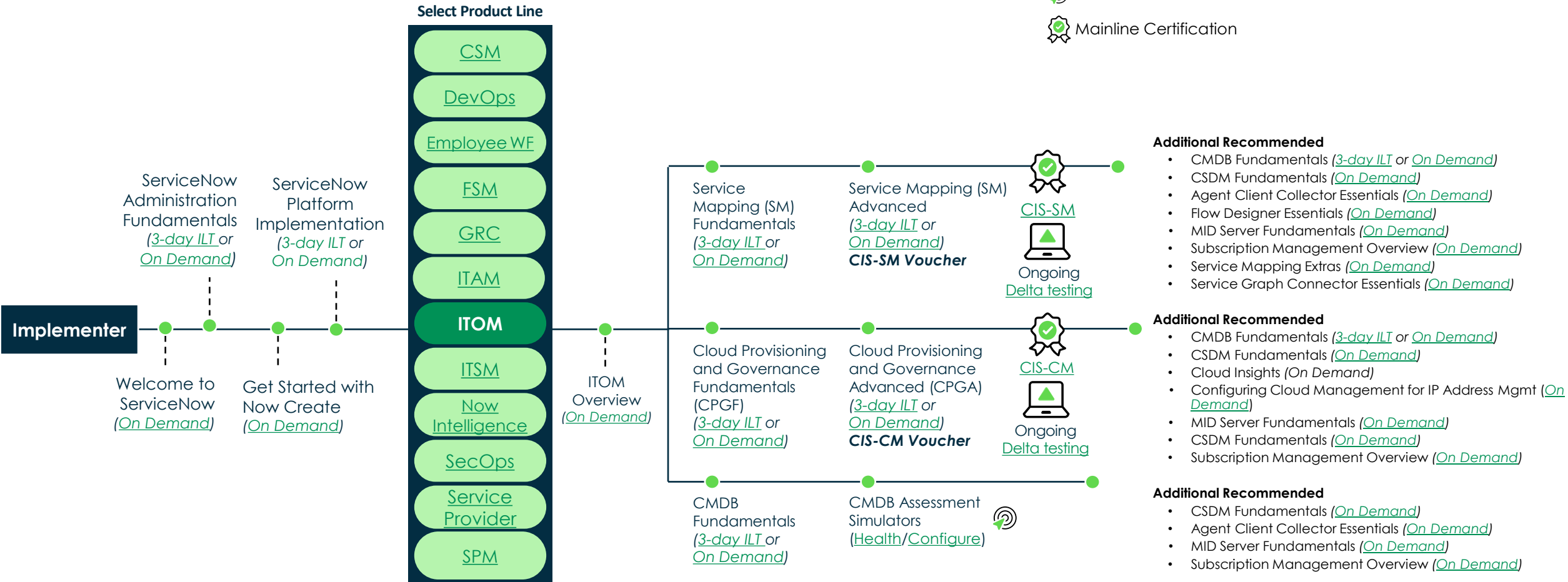
Implementer Learning Path

IT Operations Management (ITOM) (1 of 2)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
CSDM: Common Service Data Model
ILT: Instructor-led Training

 Micro certification
 Mainline Certification

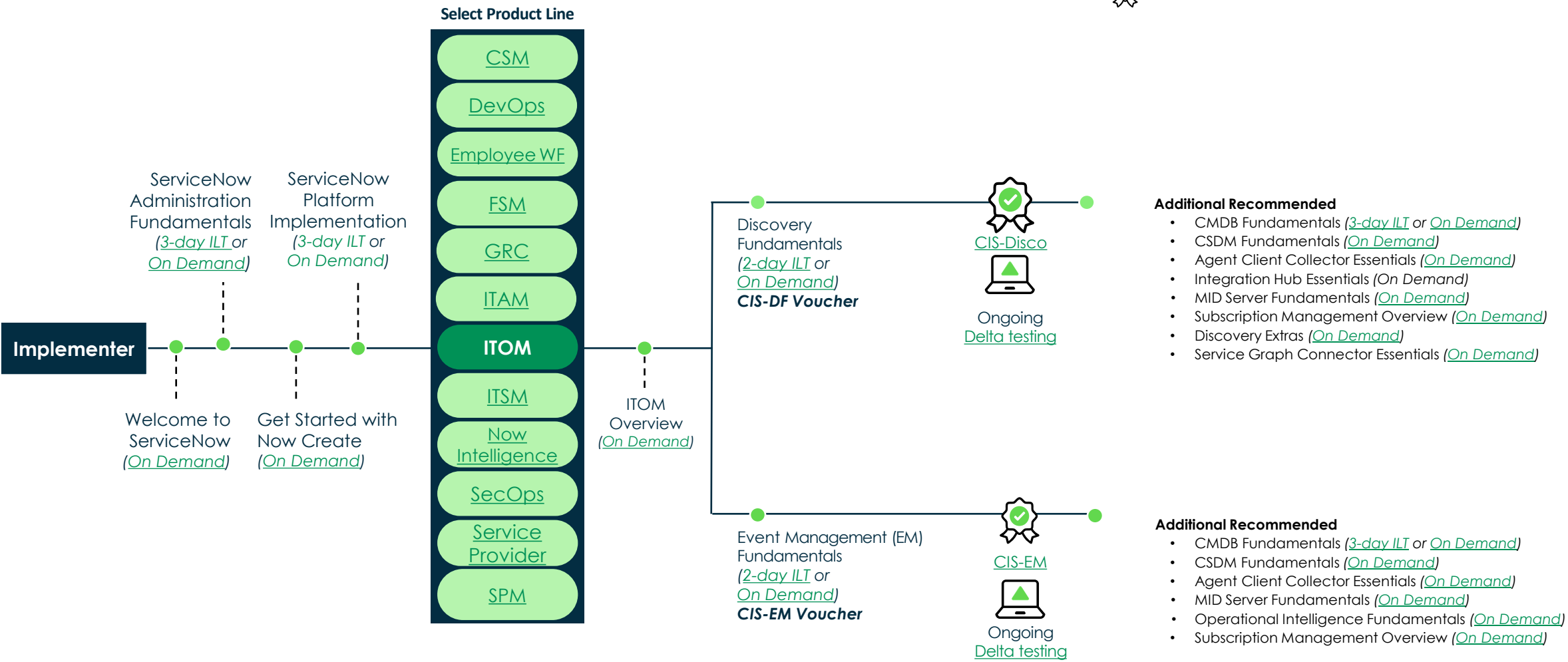


Implementer Learning Path

IT Operations Management (ITOM) (2 of 2)

* Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms
CIS: Certified Implementation Specialist
CMDB: Configuration Management Database
CSDM: Common Service Data Model
ILT: Instructor-led Training



Implementer Learning Path

IT Service Management (ITSM)

Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

CIS: Certified Implementation Specialist


ILT: Instructor-led Training

 Micro certification

 Mainline Certification

[Link to courses](#)

Recommended (ITSM Standard)






- Common Service Data Model (CSDM) Fundamentals ([On Demand](#))
- Configuration Management Database (CMDB) Fundamentals ([3-day ILT](#) or [On Demand](#)) 
- Major Incident Management Fundamentals ([On Demand](#))
- Major Incident Management Implementation ([On Demand](#))
- Get Started with Service Operations Workspace ([On Demand](#))
- Employee Center Essentials ([On Demand](#))
- Knowledge Management Fundamentals ([On Demand](#))
- Knowledge Management Implementation ([On Demand](#))

Recommended (ITSM Enterprise)

- Process Optimization Essentials ([On Demand](#))
- Workforce Optimization Essentials ([On Demand](#))

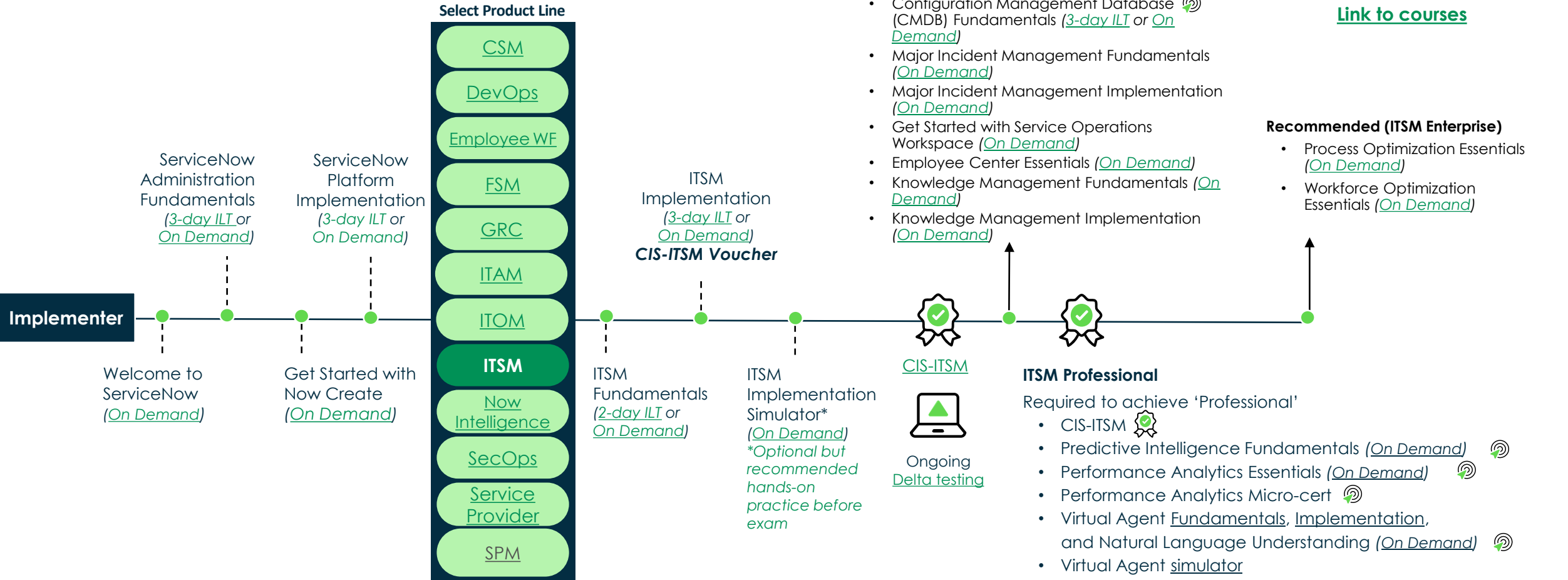
ITSM Professional

Required to achieve 'Professional'

- CIS-ITSM 
- Predictive Intelligence Fundamentals ([On Demand](#)) 
- Performance Analytics Essentials ([On Demand](#)) 
- Performance Analytics Micro-cert 
- Virtual Agent Fundamentals, Implementation, and Natural Language Understanding ([On Demand](#)) 
- Virtual Agent simulator

Recommended (ITSM Professional)

- Continual Improvement Management Essentials ([On Demand](#))
- DevOps Config Implementer Path ([On Demand](#))
- DevOps Change Velocity Implementer Path ([On Demand](#))



Implementer Learning Path

Now Intelligence

Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

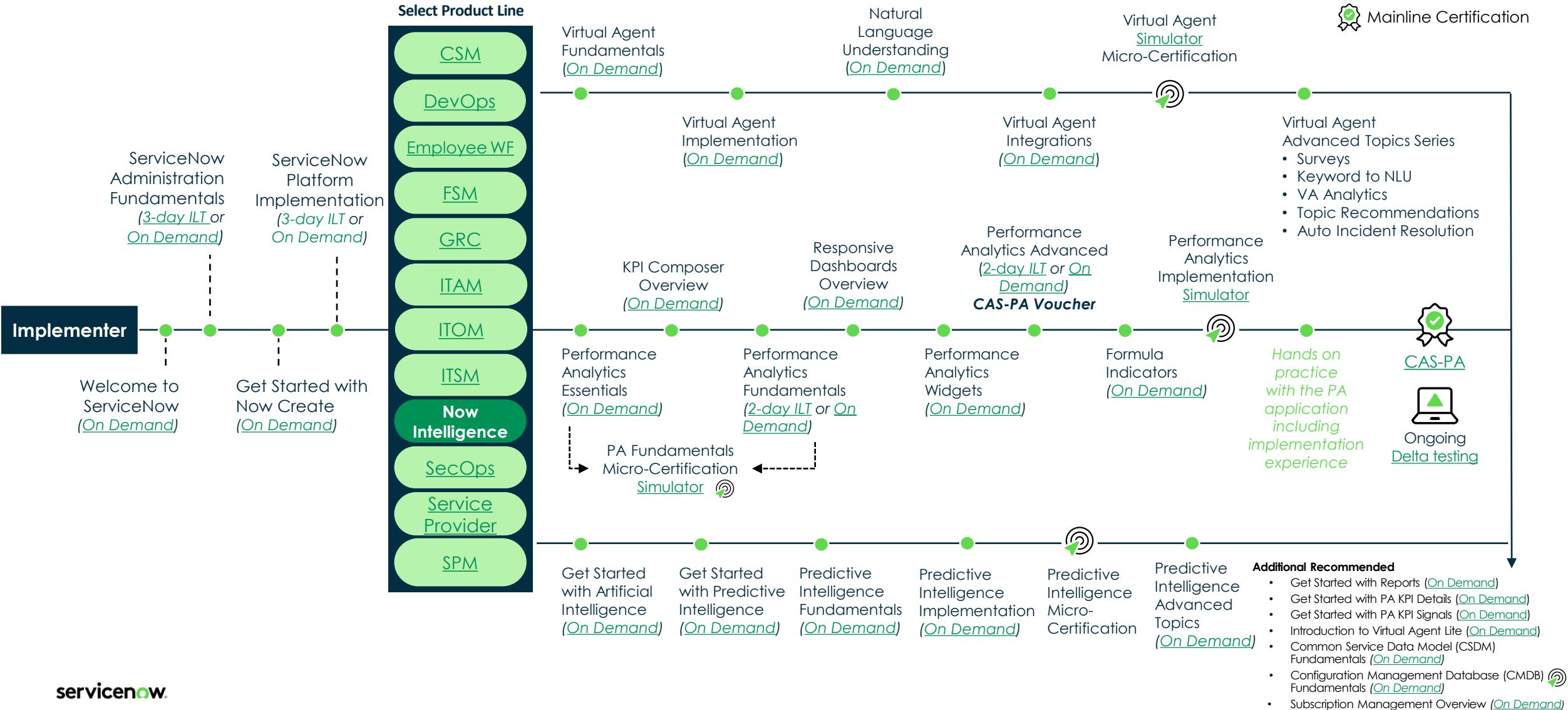
CAS: Certified Application Specialist

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

 Micro certification

 Mainline Certification



Implementer Learning Path

Security Operations (SecOps)

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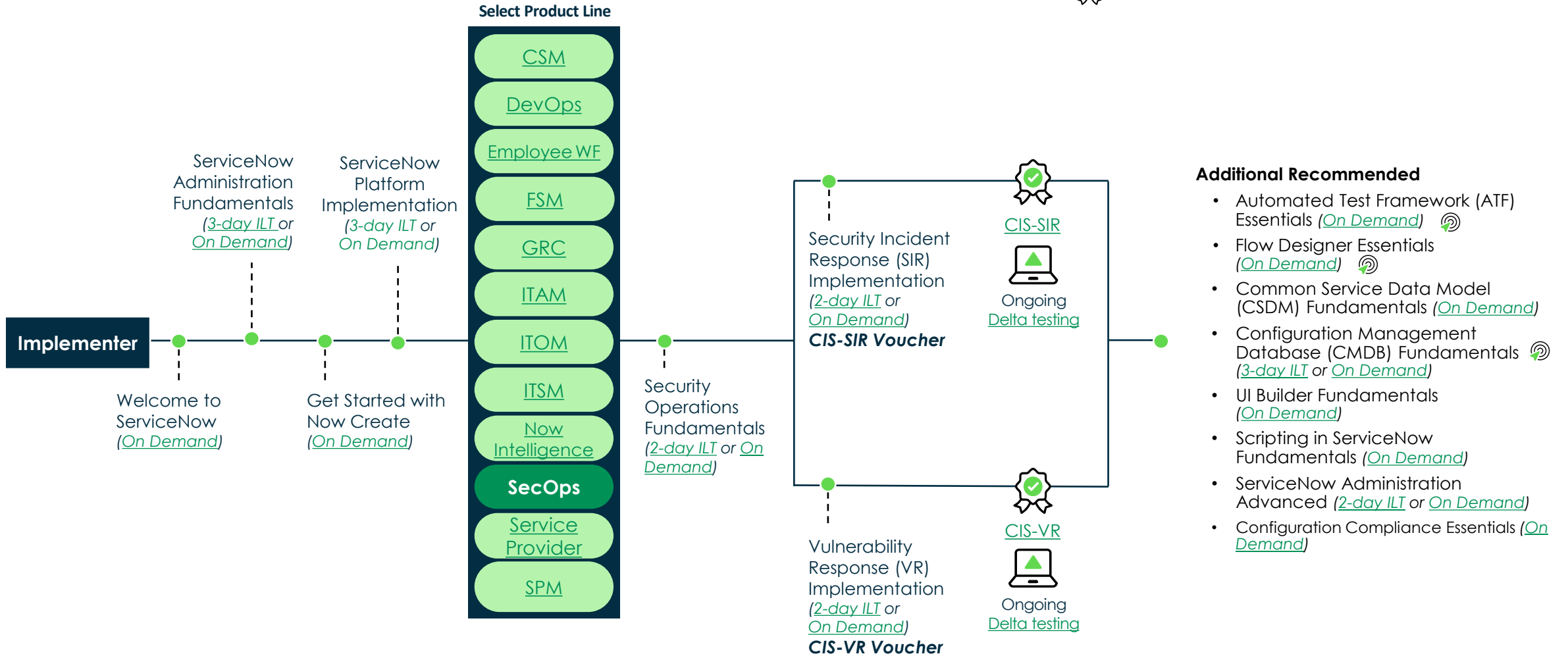
Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

 Micro certification

 Mainline Certification



Implementer Learning Path

Service Provider (SP)

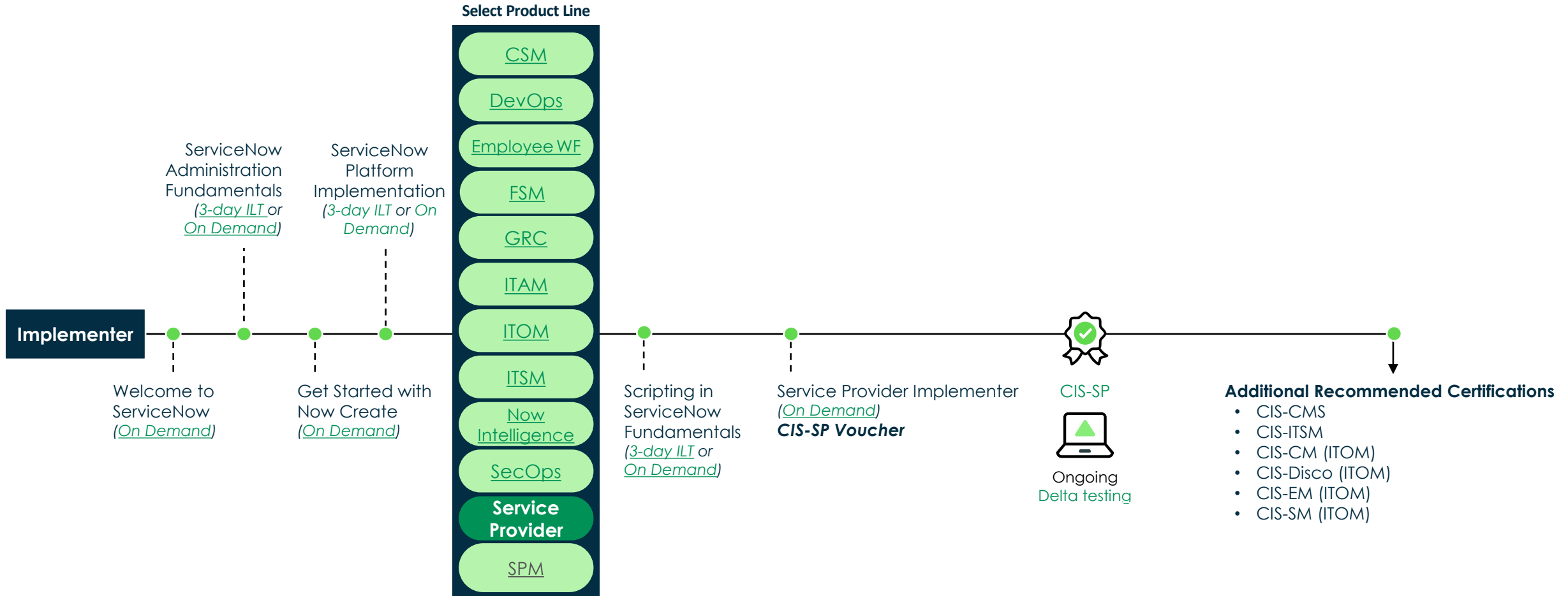
Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

 Mainline Certification



Implementer Learning Path

Strategic Portfolio Management (SPM)

Mainline certification questions are sourced from all courses between the product line selection and the exam

Additional Acronyms

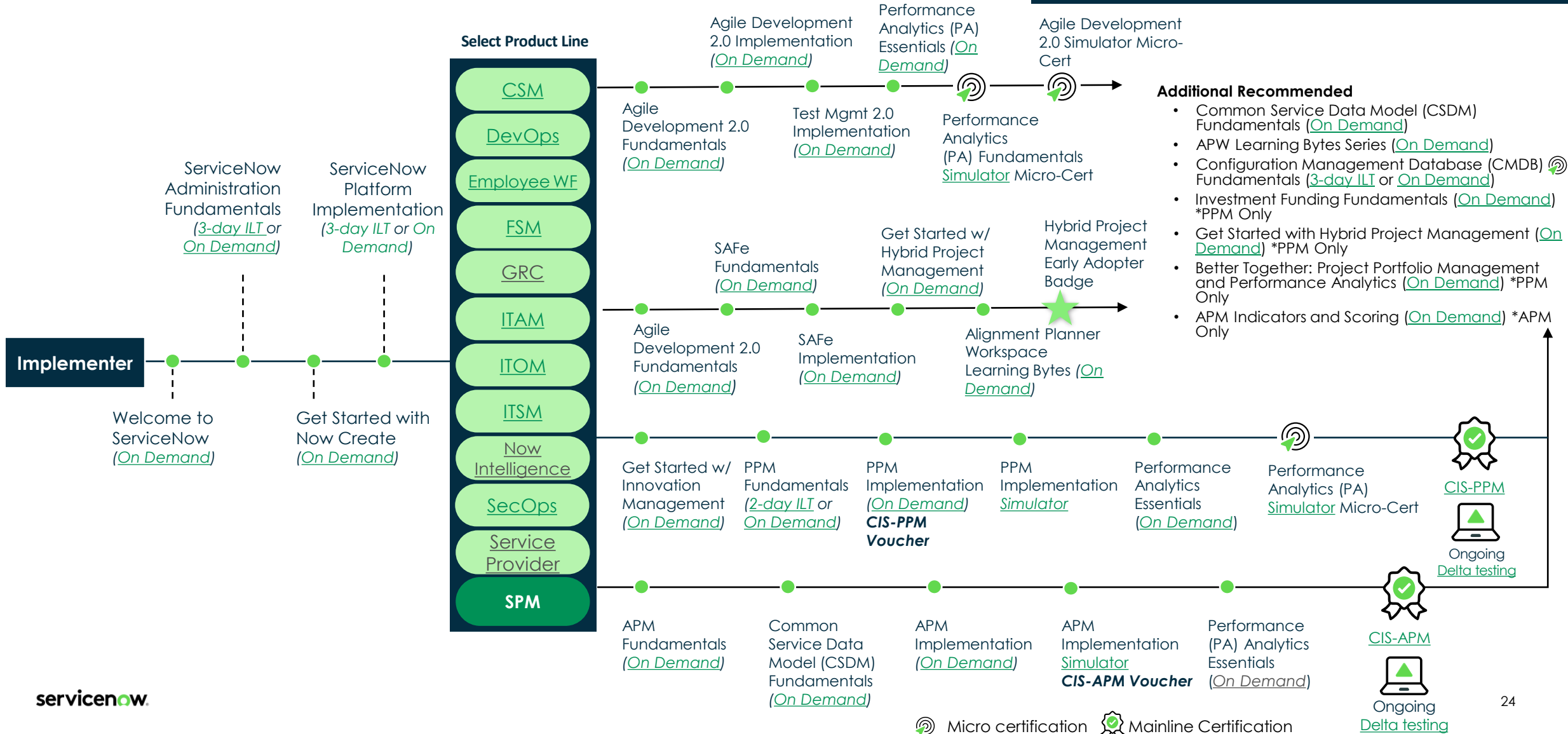
APM: Application Portfolio Management

APW: Alignment Planner Workspace

CIS: Certified Implementation Specialist

ILT: Instructor-led Training

PPM: Project Portfolio Management



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